

Frequently Asked Questions about Cobb County's Toilet Rebate Program

1. Is every customer eligible for the program?

This program is available for Cobb County Water System customers whose homes were completed before 1993. The goal of the program is to retrofit such homes with low flow fixtures. Homes constructed during 1993 and after already have low flow toilets because the Federal Energy Policy Act of 1992 mandated low flow fixtures in all homes.

2. I live in a condo/town home. I do not pay a water bill to Cobb County Water. I pay my condo association. Can I participate in the rebate?

Unfortunately, master metered town home and condo associations are considered commercial accounts. Right now the program is only open to residential accounts. Since the rebate is a credit on our customers' water bill we would have no way to provide the credit to the customer.

3. Do I have to be a Cobb County Water System customer to take advantage of this program?

Yes. In order to qualify for this program you must be a customer of Cobb County Water System. City water customers are not eligible for this program.

4. What if I have a special plumbing situation and have to buy a product not on the list. Will I get my rebate?

If you have a particular plumbing situation where none of the approved toilets will fit in your existing home, please contact Cobb Water at 770-419-6244, prior to purchasing them to discuss the situation.

5. How do I participate in the program?

Eligible customers can download the lists of **approved** toilets and the application from our website cobbwater.org/efficiency.htm or receive the information by contacting the Water Efficiency Office at 770-419-6244. After purchasing the toilet and having it installed, the customer must complete the application and send it, along **with the original receipt**, to the Water Efficiency Office at 660 South Cobb Dr. Marietta, GA 30060. To ensure you receive the credit, please include the model number of the toilet, removed from the box, if not listed on the receipt. The application will be reviewed, and provided funding is still available for the program, a credit will be issued on the customer's water bill.

6. Will I automatically get my credit?

The toilet rebate program has a designated annual budget. Customers are advised to check with the Water Efficiency Office to see if funds are available. The Water Efficiency Office cannot guarantee funds will be available when your application is received. The customer must have purchased a toilet from the approved lists and be in a home built prior to 1993.

7. Why were the toilets on the list chosen?

The toilets on the \$50.00 rebate list were chosen because they met a minimum performance standard on the national Maximum Performance Testing. They also received the designation of water savings sustainability. Cobb County Water System wanted to provide a guide that would ensure customers were placing quality products in their homes.

8. What is a WaterSense High Efficiency Toilet?

These toilets are eligible for a \$100.00 rebate. WaterSense is the Environmental Protection Agency's new labeling program for water efficiency, modeled after the Energy Star labeling program. The WaterSense labeled toilets only use an average of 1.28 gallons of water per flush and have passed rigorous testing standards.

9. Why do the lists have tanks and bowls listed separately?

Most toilets are sold in two pieces. Be sure to get both a tank and bowl that are listed together on the toilet lists. A representative at the retailer should be able to assist you with this. Make sure and bring the lists with you to the retailer.

10. Do I have to buy the toilet at a particular store?

No. As long as the toilet is on the list, a customer can buy it from any retailer, even online, but we do need the original invoice sent in with the application. Cobb Water System advises customers keep a copy of the receipt, for their records.

11. Is there anything else I need to buy with the toilet?

It may be possible that a new wax ring or additional bolts may be needed when purchasing the toilet. Please work with your retailer or plumber to ensure you have all the equipment you need to have a working toilet.

12. I have more than one toilet. Can I receive a credit for more than one toilet?

Yes. Cobb County Water System realizes many homes in Cobb County have more than one bathroom. The program is limited to three toilets per household.

13. Do I have to hire someone to install the toilet?

No. The decision on installation is up to the individual customer.

14. Are all of these toilets available at all retailers?

Probably not. Cobb County Water System has informed local retailers about the program and encouraged them to carry stock. No retailer will have every toilet, but approved toilets are available locally.

15. Can businesses qualify for this program?

This program is for residential customers only.

